



## New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	II	Intake, Investigation and Response	
Chapter:	D	SPRU	8-12-2013
Subchapter:	2	SPRU Operations	
Issuance:	400	<b>SCR Assignment to SPRU</b>	

### Timely Communication 1-28-2013

One key to a successful, smooth response system operation is timely communication between its integral parts: the SCR Screener, SPRU Worker, and SPRU Supervisor or IAIU After-Hours Supervisor.

To facilitate that communication, each SPRU Worker, SPRU Supervisor, and IAIU After-Hours Supervisor is encouraged to utilize a State-issued cellular phone. In addition, each SPRU staff member is required to have a working home telephone or a second (personal) cell phone. Two (2) methods of contact are required when registering for SPRU duty.

Assignment to SPRU is made as soon as possible, but not longer than one hour from SCR's receipt of the report/referral.

### SCR Contacting SPRU Staff 8-12-2013

When SCR needs to assign a case to, or contact a SPRU Worker, SPRU Supervisor, or IAIU After-Hours Supervisor, the Screener consults that day's SPRU roster to identify the SPRU Worker, SPRU Supervisor, or IAIU After-Hours Supervisor on duty. SCR then initiates efforts to make contact via the State-issued cellular phone.

If 30 minutes have passed -- or less in a critical or pressing situation -- and the SPRU Worker is failing to respond/cannot be contacted by SCR, despite the Screener's concerted attempts to reach the SPRU Worker by the two means of contact he or she provided upon registering for SPRU duty -- the Screener contacts the SPRU Supervisor, advises the SPRU Supervisor of the details of the outstanding assignment and the SPRU Worker coverage problem, and awaits direction as to how best to proceed toward making the assignment. The SPRU Supervisor is responsible for initiating efforts, as necessary, to identify a back-up or alternate SPRU Worker willing and able to accept

the pending SPRU assignment. SCR then proceeds to make the assignment, as directed by the SPRU Supervisor.

If SCR or a SPRU Worker is unable to reach the on-call SPRU Supervisor or the IAIU After-Hours Supervisor, see [CP&P-II-D-1-200](#), Resolving Coverage Problems After Hours.

SPRU Workers, SPRU Supervisors, and IAIU After-Hours Supervisor who do not have State-issued cellular phones on their person, or whose cellular phones become inoperable while on duty, must provide a landline or alternative telephone contact number. SPRU staff without benefit of a cellular phone are required to call SCR on an hourly basis when they are away from a landline telephone.